

WHEATLEY HOUSING GROUP LIMITED**SC426094****MEETING OF THE BOARD OF DIRECTORS****Dakota Hotel, Eurocentral
on Friday 20 June 2025**

Directors Present: Jo Armstrong (Chair), Maureen Dowden, Lindsey Cartwright, Bernadette Hewitt, Alison McLaughlin, Bryan Duncan, Iain Macaulay, Alastair Murray, Jo Boaden and Manish Joshi.

In Attendance: Steven Henderson (Group Chief Executive), Anthony Allison (Group Director of Governance and Business Solutions), Pauline Turnock (Group Director of Finance), Frank McCafferty (Group Director of Repairs and Assets), Laura Pluck (Group Director of Communities) and Alan Glasgow (Group Director of Housing).

1. Apologies for absence

There were apologies for absence received from Caroline Gardner.

2. Declarations of interest

The Board noted the standing declarations of interest.

3. Minutes of meeting held on 30 April 2025 and matters arising.

Decided: The Board approved the minutes of the meeting held on 30 April 2025.

4. Group CEO update

The Board were provided with an update on a range of matters, including: the Radio Teleswitch Service turn off; progress with the final stages of the Wyndford demolition programme; and the Red Road site investigations.

5. Group Business Continuity Policy

The Board were provided with an update on the business continuity policy and strategy review process, key changes proposed and the strengthening of our arrangements overall.

The Board strongly supported the development of more detailed crisis and response plans and agreed the areas were the most appropriate for distance plans. It agreed that where Board involvement was anticipated this should be clearly contained within any business continuity documents.

Decided: The Board approved the revised Group Business Continuity Policy.

6. 2024/25 Annual Charter Returns and year-end update

The Board were provided with an update on year-end progress against targets and strategic projects in the Delivery Plan for 2024/25.

The Board noted the continued strong performance in relation to fire safety and the high level of scrutiny on the implementation of fire related actions.

The Board discussed and agreed customer satisfaction related measures remained the highest priority. It was noted that although other metrics have seen performance vary, satisfaction has remained consistently high in the Customer First Centre.

It was explained that a key focus on the year ahead will be reducing our days to let and average repairs times as well as maintaining our high CSAT within the CFC.

Decided: The Board:

- 1) Noted the contents of this report and that the draft Charter results have been submitted to the SHR following approval by RSL Boards in May; and
- 2) Noted that final results and confirmed sector comparisons will be published by SHR in the Autumn. 2023/24 SHR member averages have been provided as indicative comparisons at this time.

7. People Services Annual Report

The Board were provided with an update on key strategic issues, activity and achievement across People Services for 2024-25. It was agreed that a partner specific version be provided Boards across the late summer/early autumn meeting cycle.

Decided: The Board noted the contents of the report.

8.

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9. Governance update

The Board were provided with an update on Board resignations and appointments and progress in implementing the agreed changes to our corporate structure.

Decided: The Board:

- 1)Noted the resignation of John McCraw;**
- 2)Approved the appointment of Pamela Paton as a co-opted Board Member at the earliest opportunity, subject to our standard diligence checks and completion of the relevant declarations;**
- 3)Approved the appointment of Rhona Conleth as a co-opted Board Member from 24 September 2025; and**
- 4)Noted the remainder of this report.**

10. Risk Management update

The Board were provided with an summary of risk management activity during 2024/25, the updated Group Risk Appetite Statements for 2025/26 and proposed changes to the Strategic Risk Register.

The Board discussed the risk associated with the financial viability of care services, how we scan the environment both within and outwith our sectors and the time horizon within which we consider risks. It was agreed these areas remain under consideration, with no immediate action required.

Decided: The Board:

- 1) Approved the Risk Appetite Statements for 2025/26;**
- 2) Approved the proposed changes to the Strategic Risk Register; and**
- 3) Identified any further changes required to the Risk Register.**

11. Finance report

The Board were provided with an update on the financial results for the period to 30 April and the basis of the proposed Loan Portfolio Submission to the Scottish Housing Regulator.

The Board noted the early stage of the year but that the stabilisation of our repairs related expenditure has continued into the current financial year .

Decided: The Board:

- 1) Noted the financial performance for the Group to 30 April 2025; and**
- 2) Approved the SHR Loan Portfolio Submission as at 31 March 2025**

12. AOCB

There was no other competent business raised.

Signed: (Chair)

Date: